

April 9, 2001

Dear Multifamily Property Owner:

HUD's Real Estate Assessment Center (REAC) is conducting a survey of tenant satisfaction in project-based assisted multifamily properties. The **Customer Service and Satisfaction Survey** will be conducted to assess tenant satisfaction and help make government programs more responsive to customers. The property address identified in this letter has been selected to receive a survey.

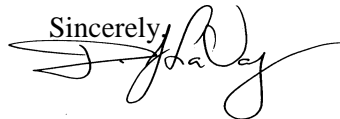
The purpose of this survey is to measure tenant satisfaction with living conditions. Satisfaction will be assessed in five main areas: maintenance and repair, communication, safety, services, and development appearance. A Survey notification letter, followed by the actual Survey, will be mailed in April 2001. The random sample statistical method is used to select tenant addresses for the mailing. Tenants will anonymously complete the survey and return it to an independent survey administrator delegated by REAC.

REAC will then provide aggregate results for the five sections to owners and agents. Owners and agents will be able to view their respective results on-line through the Resident Assessment Sub-System (RASS) in July 2001. In the meantime, you may access business calendar and survey process information on the Customer Satisfaction Survey via <http://www.hud.gov/reac/products/prodrass.html>. The assessment results will provide you, as well as HUD, with a management tool to identify areas of strength and weakness, and help prioritize resources accordingly.

REAC strongly encourages you to participate by supporting the survey process. Management agents should receive a media plan consistent with the timing of this letter. The media plan was designed by REAC to raise awareness and build tenant confidence in the survey. The agent, or a designated staff member, may use the materials to market the survey to tenants before distribution.

Thank you in advance for your assistance in implementing this important new initiative. I am confident that tenant feedback from the survey will provide helpful information in the months ahead.

If you have any questions or concerns, please call the **REAC Customer Service Center at (888) 245-4860**.

Sincerely,


Donald J. LaVoy
Director
Real Estate Assessment Center

CC: Management Agent

Enclosure